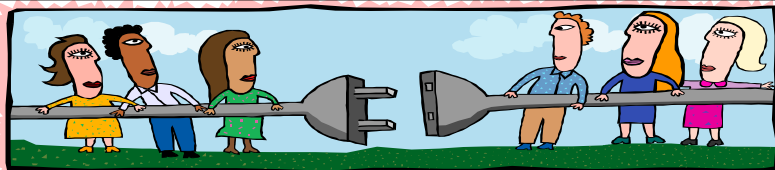


Consumer Connection



Issue 3 - July 2002

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Public Information & Education Department

And the heat is on ...

Remember these energy saving tips:



*Keep your blinds and draperies closed on hot, sunny days. Shelter sun-exposed windows with awnings and shrubbery.

*Keep windows closed in the heat of the day. Open windows in the cool of the night.

*Use floor and ceiling fans to create gentle breezes to keep you and your family comfortable.

*Turn off lights when they are not needed. 75% of the electricity used by incandescent bulbs becomes waste heat, not light. Lower indoor lighting levels are also more pleasant in warm weather.

*Cover pans and use your range hood when cooking to exhaust waste heat from your home.

*Cold salads taste great on a hot day.

*Make full use of microwave ovens in hot weather.

*Run the dishwasher only when it's full.

*Don't overfill your refrigerator-freezer; cool air needs to circulate freely.

*Get rid of the old fridge in the basement. An inefficient refrigerator with an ill-fitting door can cost hundreds of dollars per year to operate.

*String up a clothesline. You'll save money and your clothes will smell summertime-fresh.

*Clean the clothes dryer filter after each load, and clean the dryer duct regularly.

*Inspect and maintain your cooling system. Simple measures such as cleaning and replacing clogged air filters can reduce cooling costs up to 10%.

*Shade your air conditioner from direct sunlight.

*Unused rooms should be closed off to cut costs.

*Adjust your air conditioner's thermostat when you go out, and shut your system down when you are away for extended periods. Unnecessary cooling costs money.

*Shift the use of heat-producing and major appliances such as ovens, dishwashers, clothes dryers and irons from mid-day to early in the morning or later at night when possible. The best times vary, but generally before 8 a.m. and after 8 p.m. whenever possible.

*Turn down the temperature on your water heater to 120 degrees.

*Completely turn off PCs, monitors and printers when not in use. If you can't turn off the whole computer, turn off the monitor and the printer.



**Catch us at the
State Fair
we'll be in the
Mathewson
Exhibition Center
Aug. 8-18, 2002**

Opting Out

Customers have a choice in whether they want their phone companies to share their calling information with corporate affiliates.

To allow such sharing to occur, customers of most phone companies do not have to take any action. To prevent such sharing, customers must call these toll-free numbers:

SBC Southwestern Bell

800-484-7928 (live person response)

800-315-8303 (automated response)

VERIZON

(866) 483-9700 (Res.)

(866) 554-5055 (Bus.)

SPRINT

(888) 635-3733 for local phone service customers

(888) 212-2145 for long-distance customers



Call BEFORE You Dig!!

Missouri's One Call System
1-800-DIG-RITE - 1-800-344-7483
 Answered 24/7 - Allow 2 working days

Have the following checklist ready before
 you call in a locate:

- ☐ Caller • Address • Telephone
 - Fax Number
 - Contact Number Between 8:00 am - 5:00 pm
- ☐ Is Telephone Equipped with a Recording Device?
- ☐ Excavator Name / Company Name
- ☐ Address • Telephone • Fax
- ☐ Start Date and Time of Excavation
- ☐ Type of Work and Depth
- ☐ Type of Equipment Used:
 Explosives/Tunneling/Horizontal Boring
- ☐ Work being Done for:
 Contact Person • Telephone Number
- ☐ County • Town/City
- ☐ Worksite Street, Number and Directions
- ☐ Nearest Street Intersecting Dig Street
- ☐ Scope of Work Including Distance/Direction from
 Intersection/Which Side of Road
- ☐ Work Location: Street/Sidewalk/Private
 Property/Front/Rear/Side/Distance
 and Direction from Feature at Site
- ☐ Any Additional Information Defining the
 Dig Site: Location/Meeting Request
- ☐ Township • Range • Section
 1/4 Section or GPSS Latitude/Longitude, Degree
 Minutes, Seconds or Degree, Minutes, Decimal
 Minutes



- ☐ Keep Your Locate Request Number on File

Utility Color Codes:

RED - Electric Power Lines, Cables, Conduit and Lighting Cables
YELLOW - Gas, Oil, Steam, Petroleum, or Gaseous Materials
ORANGE - Communication, Alarm or Signal Lines, Cables or
 Conduit including Cable TV
BLUE - Water, Irrigation and Slurry Lines
GREEN - Storm Drain Lines/Sewer
PINK - Survey Markings
WHITE - Proposed Excavation
PURPLE - Reclaimed Water

THE PSC WANTS TO HEAR FROM YOU

Have an opinion on the Laclede Gas Company or The Empire District Electric Company rate cases? Do you have a service-related problem involving either of these two companies? If so, the Missouri Public Service Commission invites you to express your views at a series of local public hearings to be held in **August** and **September**.

Hearings regarding Laclede Gas Company

St. Charles - August 13, 2002
 County Administration Building - Room 116
 201 North Second Street
 Information Session: 6:30 p.m.
 Hearing: 7:00 p.m.

St. Louis - August 14, 2002
 Wainwright State Office Building - Room 116
 111 North Seventh Street
 Information Session: 12 Noon
 Hearing: 12:30 p.m.

Clayton - August 14, 2002
 Chambers of the St. Louis County Council
 County Government Center
 41 South Central
 Information Session: 6:30 p.m.
 Hearing: 7:00 p.m.

Hearing regarding Empire District Electric Company

Joplin - September 19, 2002
 Matthews Hall Auditorium
 Missouri Southern State College
 3950 East Newman Road
 Information Session: 5:30 p.m.
 Hearing: 6:00 pm.

Contact us -- we're here to help.

Missouri Public Service Commission
 Consumer Hotline **1-800-392-4211**
 or email: pscinfo@mail.state.mo.us

Mail your inquiry or complaint to:



Missouri Public Service Commission
 Consumer Services Department
 P.O. Box 360
 Jefferson City, MO 65102-0360